

Uttlesford District Council



Council Spending

A report on public surveys about council spending priorities for the year 2017-18

October 2016





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1. Executive summary

This is the sixth year that a consultation asking for residents' views on the headline priorities for setting the budget for the approaching financial year has been run. In order to obtain as wide a body of opinion as possible, a multi-directional approach has been taken comprising a telephone survey of over 500 residents, an online consultation and paper questionnaires available in key population centres. A copy of the survey was also included in the summer Citizens Panel questionnaire.

Following the success of the 2015 survey, the 2016 consultation again concentrated on asking for residents' views on the prerogatives for the future resourcing of specific service areas. An additional option was provided to permit consultees to comment on the level of Council tax that Uttlesford District Council should be levying in the coming year. An additional option was provided to permit consultees to comment on the level of Council tax that Uttlesford District Council should be levying in the coming year.



Dear Resident

Each year the council has to prepare its budget for the following financial year and decide how much should be spent on council services. These decisions cannot be made without the input of the district's residents.

This survey gives you the chance to have your say on what should be the priorities for Uttlesford District Council and how we should be spending your money in the forthcoming year. Residents are also asked to consider if there should be changes to the amount the district council receives from your council tax. The results of this consultation will help to inform the budget for April 2017 to March 2018, which councillors will be asked to approve in February 2017.

The questionnaire should only take about 5 to 10 minutes to complete. All the information you provide will be kept entirely confidential. It will only be used by Uttlesford District Council and the main findings from the survey will be published on the council website. However, your own views and opinions will not be passed on to anyone else.

Please complete this questionnaire by ticking the appropriate box(es) for each question and return your completed questionnaire in the prepaid envelope provided by:

Monday 26 September 2016 at 5pm

If you require this publication in an alternative format and/or language or have any questions or queries about this questionnaire, please contact:
Louise Mims or Bruce Tice at Uttlesford District Council on 01799 510381 or 510670.
Alternatively you can email: consultation@uttlesford.gov.uk

UTTLESFORD DISTRICT COUNCIL
Telephone (01799) 510510 Fax (01799) 510550 Textphone Users 18001
Email: uconnect@uttlesford.gov.uk Website www.uttlesford.gov.uk

Results summary

This 2016 consultation will inform the setting of the council's budget for the financial year April 2017 – March 2018. The results for each of the different consultation streams – telephone survey, public consultation and Citizens Panel survey – are being reported as a capsulization of these three consultative strands. This provides a headline view of the spending priorities for the forthcoming financial year as identified by the majority of those who responded to the survey.

Responses have been analysed using a rating system which weights the options selected by residents. Rating is a system particularly recommended by Snap Surveys following the introduction of Version 11 of their software. This system is used to collate the majority of the council's general survey work throughout the year and was employed on the analysis of the current Council Spending Survey results.

A rating system¹ is an appropriate analysis tool for the Council Spending Survey since the same area of spending might have been chosen by different respondents at a different level of priority; more weight is thus given to that selection if it is selected as the “Highest Priority” than if the same spending area is still chosen as priority, but at a lower level. Consequently, a fair analysis is achieved by allocating 3 points to each vote for the ‘High Priority’, 2 points to each vote for the ‘Medium Priority’ and 1 point to each vote for the ‘Low Priority’. Those offering a ‘No Opinion’ have been attributed a zero score value reflecting their neutral response to the question.

Uttlesford District Council administers a wide range of services. Many of these relating to Planning, Housing and the local environment must be provided either by the council itself or by another organisation. These may be considered as being ‘key’ services. There is also a portfolio of other services that are offered by the council to the benefit of the community. For the purposes of the consultation, residents were asked to comment on aggregations of ‘key’ services and ‘other’ services

¹ See Appendix 4 for an explanation of rating system calculations

separately. A final and distinct question sought respondents' views on the level of Council tax charge that should be levied by the district council in the forthcoming financial year.

The coalesced results across the three survey strands - from the telephone survey, public consultation and Citizens Panel - are given below:

Results priorities

Key Services

Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.

Headline	Spending Area – ranked top three priorities
Ranked priority	Emptying your bins and emptying public litter and dog bins - (93.88%)
	Providing council housing and providing sheltered housing for older people - (89.26%)
	Planning how the district will develop in the coming decades, including where new housing and businesses will be located - (88.36%)

Headline	Spending Area – ranked by the least respondents
Ranked priority	Giving advice on work to listed buildings and work to protected trees - (71.68 %)

Other Services

Q2 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.

Headline	Spending Area – ranked top three priorities
Ranked priority	<p>Working with the police and other organisations to keep Uttlesford safe - (91.03%)</p> <p>Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping - (85.36%)</p> <p>Educating young people about the dangers of drugs and alcohol - (84.53%)</p>

Headline	Spending Area – ranked by the least respondents
Ranked priority	<p>Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues - (67.07%)</p>

Council tax

Q3 Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you think Uttlesford District Council should (consultees were then invited to select one option only)

Headline	Council tax priority
Response	Keep the amount of council tax the same – (55.54%)

Results priority analysis

Previous surveys conducted in 2013 and in 2014 were conducted using the priorities promulgated by the council's long term strategy as promoted in the Corporate Plan. The 2015 consultation adopted a new format with wider ranging questions designed to more accurately gauge public opinion. Whilst not directly comparable, the 2016 consultation in part revisits the majority of the elements of the 2015² survey in order to ascertain if there has been any move in public opinion.

Key services top three priorities:

The headline results from the current piece of market research demonstrate that across the three consultative streams respondents manifested a marked preference for supporting spending on 'Emptying your bins and emptying public litter and dog bins' with 93.88 % considering this to be a priority. As one of the principal universal services provided to residents the collection of waste and recycling represents a consistent concern amongst all consultees. This is very much in line with the results of the 2015 budget survey where 93.76% of people supported waste services as the primary direction of travel for the council's budgetary provision.

² Cf. *Council Spending. A report on public surveys about council spending priorities for the year 2016-17*, September 2015

Providing council housing and dedicated sheltered housing for older people formed the headline view for the second highest spending priority by 89.26% of those who answered the question. This result is perhaps indicative of dual concerns within the district where private sector housing is relatively expensive and an aging population is worried about the future provision of supported accommodation within the community. In 2015 this option did not make it into the 'top three' priorities although it did then score an 85.90% rating.

'Planning how the district will develop in the coming decades, including where new housing and businesses will be located' was selected by just a very slightly smaller majority of consultees. At 88.36% it achieved a higher percentage score than in 2015 when it warranted 86.98% support. Again, this reflects a persistent trend in feedback from budget consultations over the years and must now be considered especially topical given the ongoing work being carried out on the council's emerging Local Plan.

In previous years respondents were also offered the option to select a 'Don't do' category of spending to expeditiously consider where the council might be curtailing resources. Whilst the current survey did not formally offer this opportunity it is possible to draw some general conclusions based on the ranked scores. Across all the key services 'Giving advice on work to listed buildings and work to protected trees' polled the least consistent backing with a ranked score of 71.68%.

Other services top three priorities:

There are a number of services which are provided by Uttlesford District Council for which there is no statutory requirement. These are offered for the better benefit of the local community.

Within the basket of 'other' services residents considered that 'Working with the police and other organisations to keep Uttlesford safe' should be worthy of future resourcing. This was supported by a 91.03% majority and demonstrates public approbation for a continuation of the current strong partnership working that is being forged between Uttlesford District Council and local police. In previous years this had been covered by the corporate objective towards "Reducing crime and antisocial

behaviours in partnership with the police and others”. In the 2015 budget survey this was ranked second as the highest priority by those who answered the question. The secondary priority; ‘Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping’ was selected by 85.36% of people and again reflects a continuing concern with ensuring levels of probity are maintained in the district. Likewise, in the area of community safety 84.53% of those asked backed the council’s work in “Educating young people about the dangers of drugs and alcohol” with such events as ‘Crucial Crew’ and ‘Motorwise’. This represents an almost three percent rise on the approval figure for this same service achieved in the 2015 survey. For consultees, ‘Collecting stray animals, microchipping dogs and cats ... and animal-related issues’ was the least popular service, only gaining a 67.07% support rating.

Council tax spending direction:

Consultees were also asked to indicate their preference reading the future setting of Council tax for the forthcoming budget period. For the financial year 2017-18, just over half (55.54%) of those who expressed a view were of the opinion that there should be no change in the amount of Council tax levied by Uttlesford District Council. This is a somewhat reduced level of support for this course of action in comparison to last year when 69.09% supported a freeze in Council tax. By comparison almost three in ten (27.04%) people supported an increase in Council tax in the forthcoming year.

2. Purpose methodology

The council is obliged to consult with the residents of the district when setting the budget for the forthcoming year and the results of this consultation will inform the decisions made by officers and councillors when setting spending for the year April 2017 to March 2018.

This is the sixth year that a consultation asking for residents’ views on the headline priorities for setting the budget for the approaching financial year has been run. For a number of years the consultation had been run via a single survey distributed

via the council's community newsletter, *Uttlesford Life*. In a departure from the previous format, for the 2015 budget survey a multi-directional approach was taken comprising a telephone survey of over 500 residents, online and paper questionnaires. A copy of the survey was also included in the summer Citizens Panel questionnaire. Following the success of that approach this methodology has been applied again in the 2016 consultation.

The consultation was run over the period 7 to 26 September 2016. Respondents were asked to select their highest, mid-range and lowest spending priorities from a list of 11 key services and 12 other service options covering the full range of the council's activities. They were also offered the opportunity to indicate a preference for raising, reducing or maintaining the current level of Council tax levied by Uttlesford District Council. For profiling purposes they were also invited to include postcode, gender and age data.

The following consultative methods were employed. In all cases the same questions were asked:

- Telephone survey undertaken by a professional market research company, NWA Social and Market Research Ltd on behalf of Uttlesford District Council. This resulted in 512 responses.
- Open public consultation. The survey was promoted on the council's website from 7 to 26 September via an interactive form using the Snap 11 consultation platform. Paper copies were also distributed to the council's main contact points at the Great Dunmow Library, Thaxted CIC and the CSC in Saffron Walden. This resulted in 14 responses (10 via the website and four via paper surveys).
- The budget questions were also included as part of Uttlesford Voices 13, the half yearly consultation questionnaire sent out to 400 members of the Uttlesford Citizens Panel. This resulted in 146 responses (overall submissions to the panel survey were higher but some members chose to not answer the budget consultation section).

General promotion was carried out with direct mailings to the members of the Citizens Panel, a press release, exposure via the council's social media channels and prominent banners on the council's website. It should be remembered that not all respondents chose to answer all of the questions. No supplementary comments were received, unlike last year when a small number of residents opted to submit a statement rather than selecting any of the stated spending options.

By the close of the consultation period a total of 672 responses had been received. This represents a very good response only marginally down on the 2015 survey when 533 telephone responses; 79 submissions from the public and 208 surveys from members of the Citizens Panel came in.

3. Survey results, detailed findings

Survey results across all streams

The combined results for each of the different consultation streams – telephone survey, public consultation and Citizens Panel survey – are reported in full below.

Key Services

Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.

Service	Priority Score (percentage)
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	84.23%
2. Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	93.88%
3. Emptying bins for businesses (businesses are charged for this service)	72.44%
4. Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	87.44%
5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	86.61%
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	88.36%
7. Giving advice on work to listed buildings and work to protected trees	71.68%
8. Providing council housing and providing sheltered housing for older people	89.26%
9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	87.21%

10. Bringing privately-owned homes that have been empty for a long time back into use	80.64%
11. Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	76.50%

Other Services

Q2 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.

Service	Priority Score (percentage)
1. Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	73.48%
2. Educating young people about the dangers of drugs and alcohol	84.53%
3. Working with the police and other organisations to keep Uttlesford safe	91.03%
4. Working with public health bodies on projects to keep people in the district healthy	79.98%
5. Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	78.33%
6. Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	85.36%

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7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	66.16%
8. Working out how much people should receive in housing and council tax benefits and paying those benefits	77.42%
9. Collecting Council tax for Essex County Council, the police, the fire service, town or parish councils and Uttlesford District Council and collecting business rates on behalf of the government	81.03%
10. Inspecting restaurants, pubs and other businesses which sell food and Issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	79.10%
11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	67.07%
12. Promoting and supporting businesses in the area	74.27%

Council tax

Q3 Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you think Uttlesford District Council should (consultees were then invited to select one option only)

Headline	Percentage
Increase the amount of council tax Uttlesford District Council charges	27.40%
Keep the amount of council tax the same	55.54%

Reduce the amount of council tax Uttlesford District Council charges	14.07%
No opinion	2.99%

Results analysis across all streams

This analysis comments on the difference in responses to comparable questions in the 2016 survey against those achieved in 2015. It should be remembered that questions asked in 2015 (for the budget 2016-17) were not necessarily repeated in 2016 (for the budget 2017-18). Some questions were asked in both years but appeared in a different group.

Results returned for the current survey are broadly in line with those of the previous year with no discernible large scale movement in opinion. In the 'key' services category - those areas which the council considers to constitute its primary duties – levels of support and, ergo concern to maintain funding levels, are relatively unchanged from 2015. This is true for services providing for the collection of domestic waste and, secondarily, those supporting the planned development of the district. All 'key' areas, without exception, saw a rise in support – generally with respondents marking them as a 'high' or 'medium' priority. Two specific services, though saw the biggest leaps; these being 'Dealing with noise complaints, air and water quality issues and other environmental health matters' up from 78.96% in 2015 to 84.23% in 2016 and 'Giving advice on work to listed buildings and work to protected trees' which rose from 64.09% to 71.68%. Both seem to indicate a growing appreciation of the quality of the local environment and a desire to retain features which are important to the district.

Within the basket of 'other' services supporting a safe and well-managed community emerged as the headline result from the current survey. In 2015 'Helping older people to live independently' was a top runner here. A comparable service option was not offered this year though it should be noted that 'Providing council housing and providing sheltered housing for older people'

came in as the second most popular priority in the 'key' services section. Almost all service areas again saw a rise in support. Only 'Collecting council tax for Essex County Council, the police, the fire service, town or parish councils and Uttlesford District Council and collecting business rates on behalf of the government' saw a marginal drop, down from 81.68% in 2015 to 81.03% in 2016. Conversely there were a few services that made some strong gains. Most notable is the growth in support for 'Working with public health bodies on projects to keep people in the district healthy' which rose over 9% - up from 70.35% to 79.98%. This may be seen as an endorsement of the recent awareness work that both the district and CCG have been carrying out. In another area, 'Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues' backing climbed from 60.29% to 67.07%.

Over the three years to 2015 Uttlesford District Council had consistently reduced its share of the council tax bill. In February 2016, members decided to increase the Council tax Requirement set by Uttlesford District Council by 1.0%.




As in previous years residents were asked for their opinions on the future direction of council tax changing in the district. Last year the public considered that Council tax should remain the same. Those respondents who replied to the 2016 consultation were again of the majority opinion that the Uttlesford District Council portion of the council tax should remain unchanged in the coming financial year, though the margin of support for this course of action was somewhat eroded over the result achieved in 2015. Then, almost seven in ten people (69.09%) opted for a freeze on council tax. By comparison, in 2016, just over half (55.54%) of the people who expressed an opinion considered this to be the right course of action for the future budgetary provision. The biggest swing of opinion was seen in favour of an increase in the amount of council tax the district charges - here rising from 18.90% to 27.40%.








Comparative data across 2015 and 2016 surveys

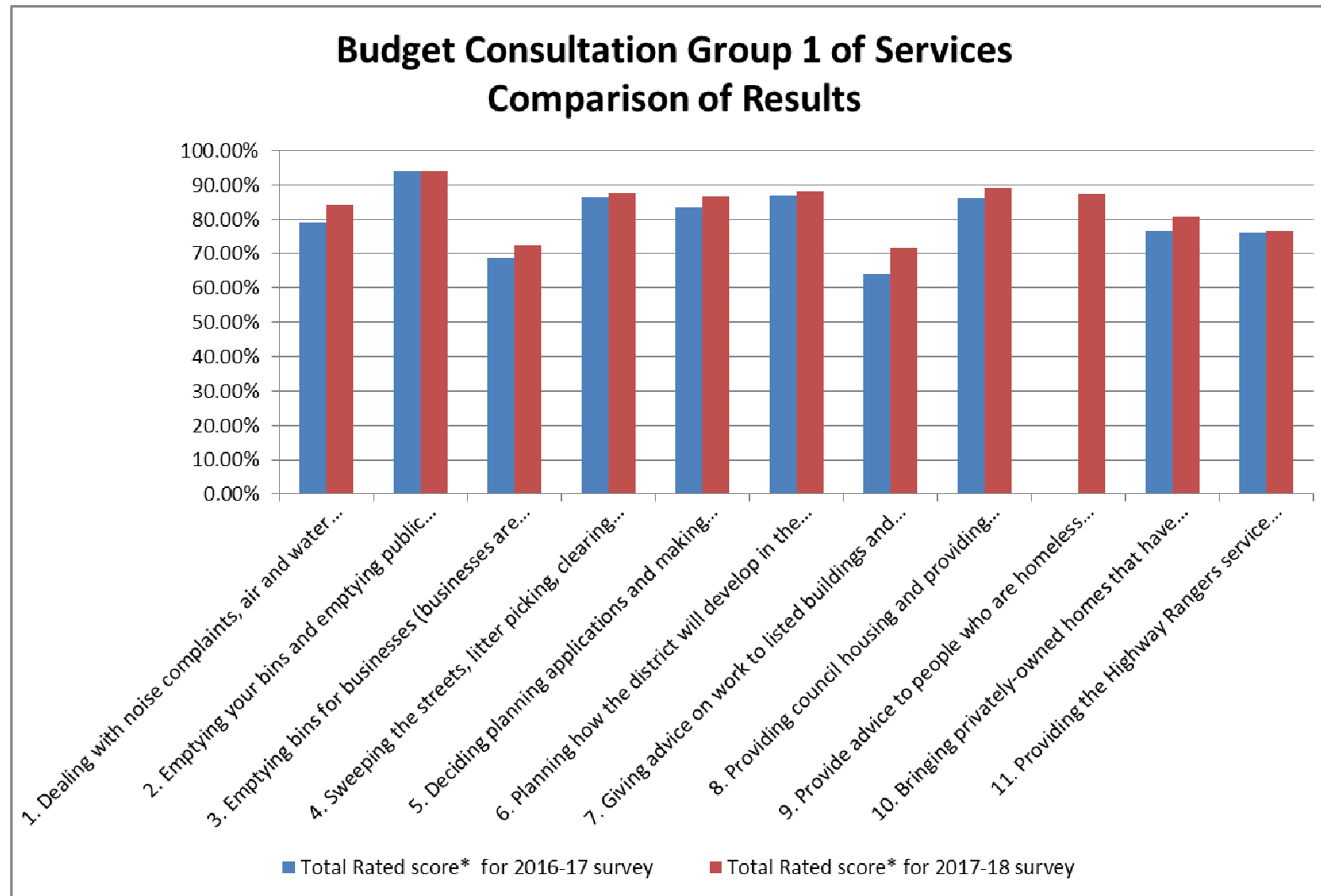
Note: Questions asked in 2015 (for the budget 2016-17) were not necessarily repeated in 2016 (for the budget 2017-18). Some questions were asked in both years but appeared in a different group.

* See Appendix 4 for an explanation of rating system calculations







Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.

Headline 2015 comparative questions	Services ordered as per 2016 consultation	Total Rated score* for 2015 survey (2016-17 budget)	Total Rated score* for 2016 survey (2017-18 budget)	Trend
	Group1			
Group 1 Question 1	1. Dealing with noise complaints, air and water quality issues and other environmental health matters	78.96%	84.23%	
Group 1 Question 2	2. Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	93.78%	93.88%	
Group 2 Question 11	3. Emptying bins for businesses (businesses are charged for this service)	68.81%	72.44%	


Group 1 Question 3	4. Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	86.47%	87.44%	
Group 1 Question 4	5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	83.58%	86.61%	
Group 1 Question 5	6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	86.94%	88.36%	
Group 2 Question 14	7. Giving advice on work to listed buildings and work to protected trees	64.09%	71.68%	
Group 1 Question 6	8. Providing council housing and providing sheltered housing for older people	85.90%	89.26%	
this question did not appear in the 2016-17 Survey	9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation		87.21%	Not applicable
Group 2 Question 10	10. Bringing privately-owned homes that have been empty for a long time back into use	76.45%	80.64%	
Group 2 Question 12	11. Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	75.89%	76.50%	

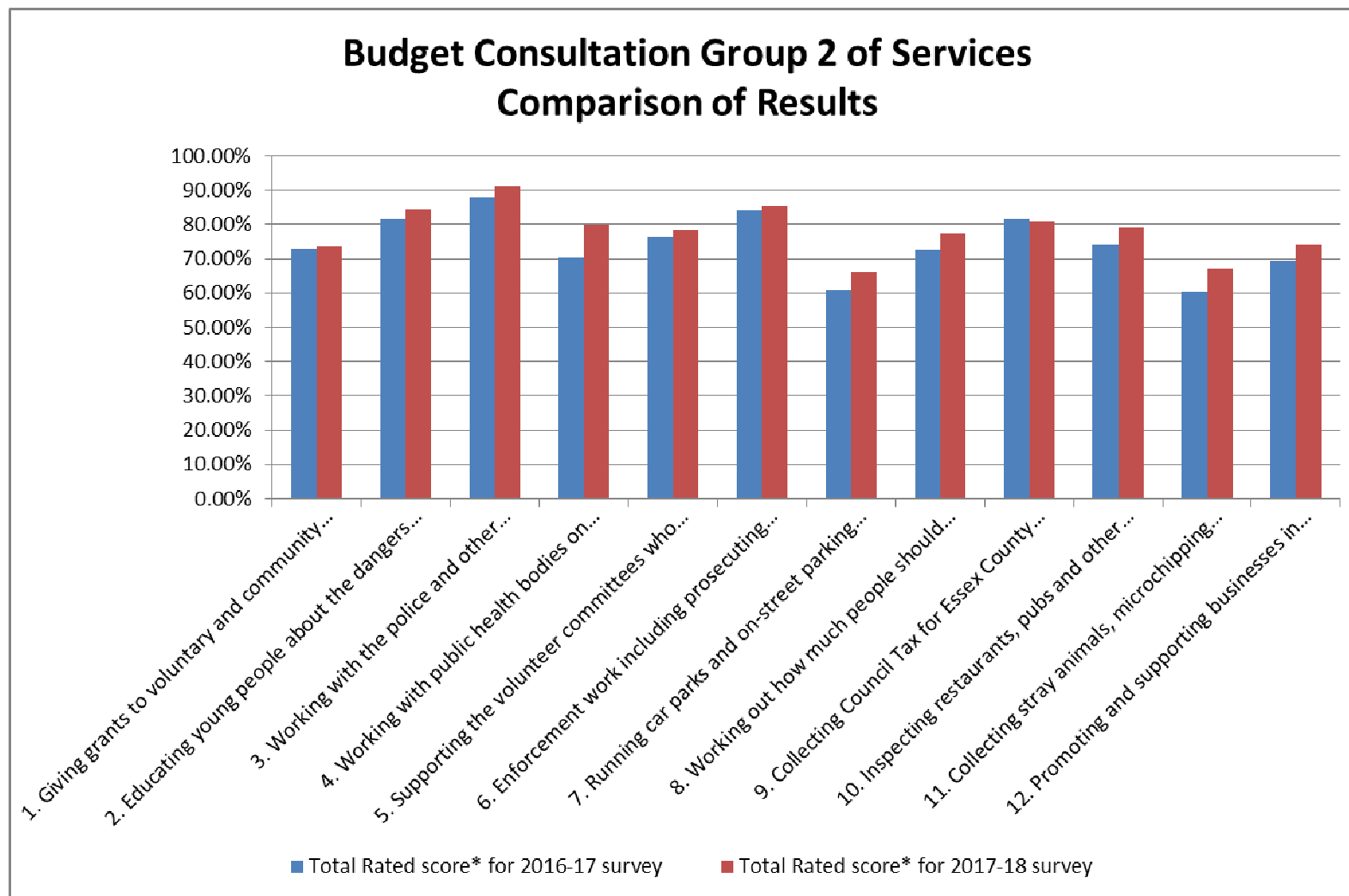


Q2 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.





Headline 2015 comparative questions	Services ordered as per 2016 consultation	Total Rated score* for 2015 survey (2016-17 budget)	Total Rated score* for 2016 survey (2017-18 budget)	Trend
	Group 2			
Group 2 Question 1	1. Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	73.00%	73.48%	
Group 2 Question 3	2. Educating young people about the dangers of drugs and alcohol	81.58%	84.53%	
Group 2 Question 4	3. Working with the police and other organisations to keep Uttlesford safe	88.01%	91.03%	
Group 2 Question 5	4. Working with public health bodies on projects to keep people in the district healthy	70.35%	79.98%	
Group 2 Question 8	5. Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	76.44%	78.33%	
Group 1 Question 7	6. Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	83.99%	85.36%	

Budget Consultation 2016

Group 1 Question 8	7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	60.63%	66.16%	
Group 1 Question 9	8. Working out how much people should receive in housing and council tax benefits and paying those benefits	72.46%	77.42%	
Group 1 Question 10	9. Collecting Council tax for Essex County Council, the police, the fire service, town or parish councils and Uttlesford District Council and collecting business rates on behalf of the government	81.68%	81.03%	
Group 1 Question 11	10. Inspecting restaurants, pubs and other businesses which sell food and Issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	74.33%	79.10%	
Group 2 Question 9	11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	60.29%	67.07%	
Group 2 Question 13	12. Promoting and supporting businesses in the area	69.42%	74.27%	



Q3 Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you think Uttlesford District Council should (consultees were then invited to select one option only)

Headline	Total percentage score for 2015 survey (2016-17 budget)	Total percentage score for 2016 survey (2017-18 budget)	Trend
Increase the amount of council tax Uttlesford District Council charges	18.90%	27.40%	
Keep the amount of council tax the same	69.09%	55.54%	
Reduce the amount of council tax Uttlesford District Council charges	12.02%	14.07%	
No opinion	-	2.99%	

4. Appendices

4.1 Open text responses received

There were no open text responses received as part of this consultation.

4.2 Questionnaire

Questionnaire forms for the telephone, public and Citizens Panel followed an identical format.



Section 1: Council Spending - have your say!

Each year the council has to prepare its budget for the following financial year and decide how much should be spent on council services. These decisions cannot be made without the input of the district's residents.

This section of our survey gives you the chance to have your say on what should be the priorities for Uttlesford District Council and what we should spend your council tax on. The results of this consultation will help design the budget for April 2017 to March 2018, which councillors will be asked to approve in February next year.

Q2 Below is a list of key services Uttlesford District Council provides to the public relating to Planning, Housing and the local environment.

For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority. (Please select one option for each service).

	High Priority	Medium Priority	Low Priority	No Opinion
Dealing with noise complaints, air and water quality issues and other environmental health matter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emptying bins for businesses (businesses are charged for this service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Giving advice on work to listed buildings and work to protected trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing council housing and providing sheltered housing for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

have your say!

top spending priorities should be during 2017-18.

As a budget to decide how to allocate money to the wide range of services that the council provides.

[Uttlesford residents' survey here](#) ▶▶

For more information, please contact the Council Offices in Saffron Walden, the district council's customer service desk at Dunmow Information Centre, or residents can request a copy by calling 01799 510510 or emailing consultation@uttlesford.gov.uk

This survey is based on a telephone survey of 500 randomly-selected households across the district. A market research company conducted the telephone budget survey on the Council's behalf. NWA abides by the Market Research Society Code of Practice. Information given as part of the survey is confidential. There is a freephone telephone number of the Market Research Society on 0800 369999. For more information, please telephone 0500 396999, or you can contact the Consultation Team at Uttlesford District Council on consultation@uttlesford.gov.uk

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Dear Resident

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Please complete this questionnaire by ticking the appropriate box(es) for each question and return your completed questionnaire in the prepaid envelope provided by:

Monday 26 September 2016 at 5pm

If you require this publication in an alternative format and/or language or have any questions or queries about this questionnaire, please contact:
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Alternatively you can email: consultation@uttlesford.gov.uk

UTTLESFORD DISTRICT COUNCIL
Telephone (01799) 510510 Fax (01799) 510550 Textphone Users 18001
Email: uconnect@uttlesford.gov.uk Website www.uttlesford.gov.uk

Section 1 - Council Spending - have your say!

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Q1 Below is a list of key services Uttlesford District Council provides to the public relating to Planning, Housing and the local environment.

For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.
(Please select one option for each service).

	High Priority	Medium Priority	Low Priority	No opinion
Dealing with noise complaints, air and water quality issues and other environmental health matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emptying bins for businesses (businesses are charged for this service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Giving advice on work to listed buildings and work to protected trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing council housing and providing sheltered housing for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bringing privately-owned homes that have been empty for a long time back into use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Below is a further list of services provided by the Council

For each service please indicate whether you think it is a high priority, a medium priority or a low priority.
(Please select one option for each service).

	High Priority	Medium Priority	Low Priority	No opinion
Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service, Uttlesford	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating young people about the dangers of drugs and alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with the police and other organisations to keep Uttlesford safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with public health bodies on projects to keep people in the district healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working out how much people should receive in housing and council tax benefits and paying those benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collecting council tax for Essex County Council, the police, the fire service, town or parish councils and Uttlesford District Council and collecting business rates on behalf of the government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspecting restaurants, pubs and other businesses which sell food and issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting and supporting businesses in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Council Tax 2017-18

Nine per cent of the council tax you pay goes to Uttlesford District Council, with the rest going to Essex County Council (about 72 per cent), the police, the fire authority and your town or parish council.

In general, Government funding for district councils is reducing. In the next few years most of the money they get will be from two or three main sources. At the moment, the only one of these that can be controlled by individual councils is council tax.

Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you think Uttlesford District Council should (please select one option only):

- Increase the amount of council tax it charges
- Keep the amount of council tax the same
- Reduce the amount of council tax it charges
- No opinion

About you:

It is hoped that a cross-section of Uttlesford residents will participate in this survey. To determine how effectively we have reached different age groups, genders and wards within our district it would greatly assist us in collating the responses to this questionnaire if you would answer the following questions.

You can choose not to answer any questions in this section. However, all the answers to the survey and the 'About You' section are anonymous and it is not possible for us to identify individuals from their response..

Q4 Please enter your postcode (using upper case letters e.g. CB11 4ER)

Q5 What is your gender?

- Male
- Female

Q6 What is your age?

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Thank you for taking part in our survey.

Now please return your questionnaire in the prepaid envelope by:

Monday 26 September 2016 at 5pm

If you require this publication in an alternative format and/or language, please contact us on 01799 510670

4.3 Profiling

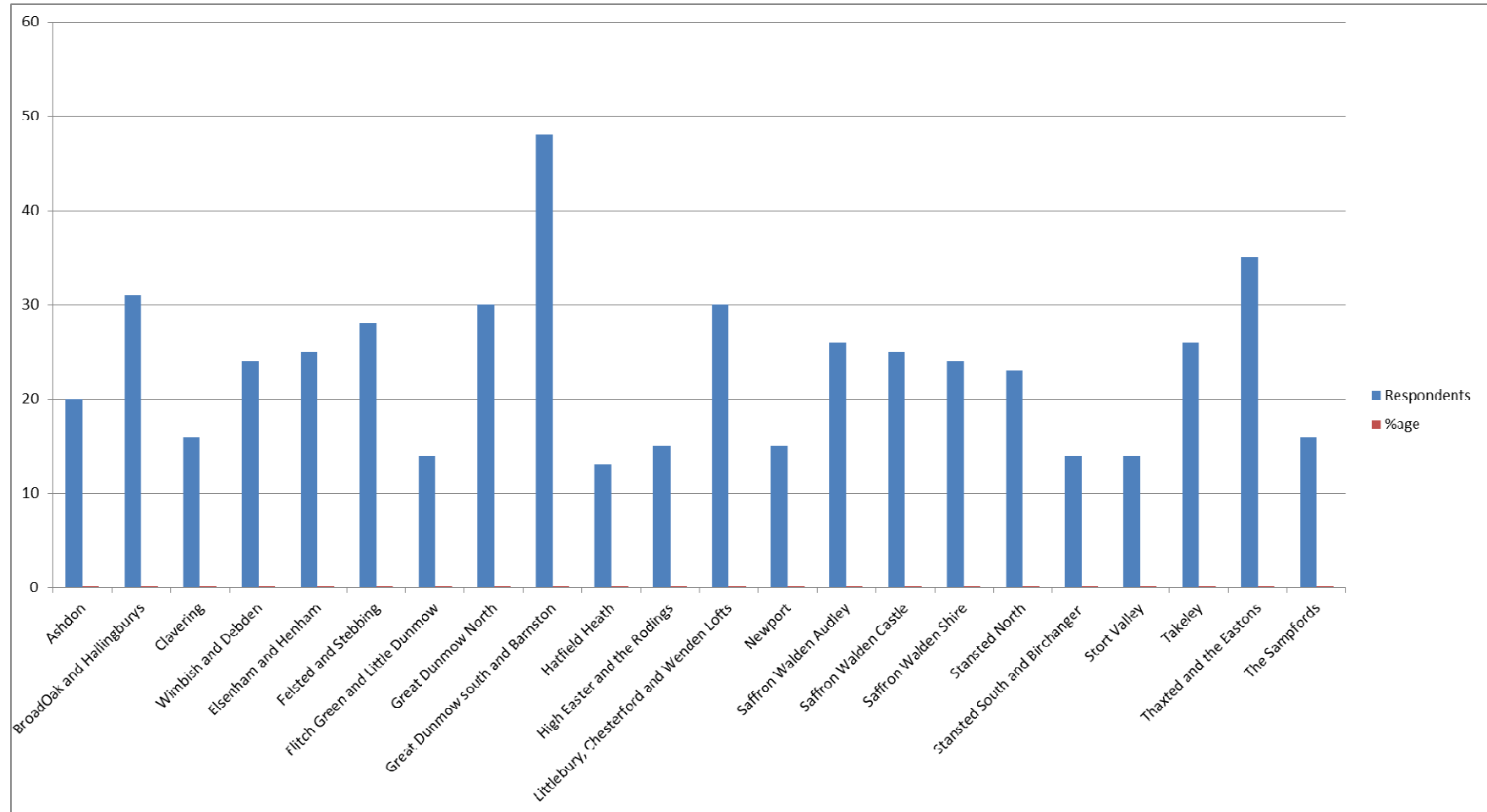
Telephone survey

Profile age	18-29 years	30-49 years	50-74 years	75 years and over	Totals
Age (counts)	52	181	211	68	512
Age (percentages)	10.16%	35.35%	41.21%	13.28%	100.00%
Profile gender	Male	Female	Not given		
Gender (counts)	278	227	7		512
Gender (percentages)	54.30%	44.34%	1.37%		100.00%

Telephone survey ward breakdown

New Ward Boundaries	Respondents	%age
Ashdon	20	3.91%
Broad Oak and Hallingburys	31	6.05%
Clavering	16	3.13%
Wimbish and Debden	24	4.69%
Elsenham and Henham	25	4.88%
Felsted and Stebbing	28	5.47%
Flitch Green and Little Dunmow	14	2.73%
Great Dunmow North	30	5.86%
Great Dunmow south and Barnston	48	9.38%
Hatfield Heath	13	2.54%
High Easter and the Rodings	15	2.93%
Littlebury, Chesterford and Wenden Lofts	30	5.86%
Newport	15	2.93%
Saffron Walden Audley	26	5.08%
Saffron Walden Castle	25	4.88%
Saffron Walden Shire	24	4.69%
Stansted North	23	4.49%
Stansted South and Birchanger	14	2.73%
Stort Valley	14	2.73%
Takeley	26	5.08%
Thaxted and the Eastons	35	6.84%
The Sampfords	16	3.13%
Total	512	100.00%

Telephone survey ward visual



Citizens Panel

The Citizens panel is profiled so as to represent in microcosm then macrocosm of the district for all of the principal protected characteristics and as recorded by the Census 2011 and subsequent revised datasets.

4.4 How rating scores are calculated

Rating is a system recommended by Snap, the company who provide the consultation system used to collate and make the analysis of the 2017-2018 Budget Consultation results.

To establish the overall views of all those participating in this survey, priority selections made by respondents are given extra weight if chosen as a 'high priority' compared with those chosen as 'low priority'. This is called 'rating' and is achieved by attributing a weighted score (+3 for 'high priority', +2 for 'medium priority', +1 for 'low priority' and 0 for 'no opinion') to the number of responses received.

The overall score for each priority is therefore calculated to exclude all respondents who did not express an opinion.

For example:

Regarding priorities for Statutory Services, 'Dealing with noise complaints, air and water quality issues and other environmental health issues':

366 respondents selected this as 'high priority' = $(+3) \times 363 = 1098$

359 selected 'medium priority' = $(+2) \times 359 = 718$

72 selected 'low priority' = $(+1) \times 72 = 72$

14 had 'no opinion' = $0 \times 14 = 0$

So, the overall rating for this priority

$$1098 + 718 + 72 + 0 = 1888$$

To achieve a maximum 100%, all respondents with an opinion would need to have selected a priority as 'high priority' resulting in a rating score of $(+3) \times (\text{number of respondents})$ i.e. $(+3) \times (366 + 359 + 72)$ or 2391

The overall priority score, expressed as a percentage, for "Dealing with noise complaints, air and water quality issues and other environmental health issues" is therefore $1888/2391 = 78.96\%$